

# DISASTER ASSISTANCE REFERRAL

**DISASTER ASSISTANCE:** 1-800-621-3362  
**TTY for the hearing-impaired:** 1-800-462-7585

**DISASTER INFORMATION  
 HELPLINE:** 1-800-525-0321  
**TTY for the hearing-impaired:** 1-800-660-8005

## FOR ASSISTANCE ON ... CALL

Agricultural Aid	USDA Farm Service Agency USDA Rural Development Office	Call Local County Office Call Local Office
Board of Equalization	Website: <a href="http://www.boe.ca.gov">www.boe.ca.gov</a> or Call:	1-800-400-7115
Contractors State License Board	Hotline (M-F – 8 am – 3 pm) 24 Hour Automated Line Website: <a href="http://www.cslb.ca.gov">www.cslb.ca.gov</a>	1-800-962-1125 1-800-321-2752
Crisis Counseling	Mental Health	Call Local County Mental Health Office
Emergency Needs Referrals	American Red Cross	1-866-GETINFO (1-866-438-4636)
Insurance Information	Insurance Commissioner	Within CA Call: 1-800-927-4357 From Outside CA Call: 1-213-897-8921
SBA Disaster Loans	U.S. Small Business Administration	1-800-488-5323
Social Security	Social Security Administration	1-800-772-1213
Tax Assistance	Internal Revenue (TTY for hearing-impaired) Franchise Tax Board (TTY for hearing-impaired)	1-800-829-1040 1-800-829-4059 1-800-852-5711 1-800-822-6268
Unemployment Insurance	Employment Development Dept.	English: 1-800-300-5616 Spanish: 1-800-326-8937 Cantonese: 1-800-547-3506 Vietnamese: 1-800-547-2058 Calls made outside California: 1-800-250-3913 TTY (non-voice): 1-800-815-9387
Victim Compensation and Government Claims Board	Website: <a href="http://www.boc.ca.gov">www.boc.ca.gov</a> or Call:	1-800-877-9229
Veterans Assistance	Department of Veterans Affairs (VA) California Veterans Affairs (CALVET)	1-800-827-1000 1-800-952-5626

# DISASTER ASSISTANCE

**Information for  
 Individuals, Families, and Small  
 Businesses Affected by the  
 Southern CA Wildfires-DR 1498**



To apply for disaster assistance  
 programs by telephone:  
**TELeregistration NUMBER**  
**1-800-621-3362**

TTY (for the hearing- and speech-impaired):  
 1-800-462-7585

For general information:  
**DISASTER INFORMATION  
 HELPLINE**  
**1-800-621-3362**

TTY (for the hearing- and speech-impaired):  
 1-800-462-7585

**Disaster assistance programs are made available under Presidential disaster declarations. Detailed information on the following types of individual assistance programs is available by calling the FEMA Helpline at 1-800-621-3362 (TTY for the hearing-and speech-impaired: 1-800-462-7585).**

**FEMA'S INDIVIDUALS AND HOUSEHOLDS PROGRAM:**

For individuals and households to apply for federal and state disaster assistance programs, or to check the status of your applications, call the FEMA Teleregistration and Helpline Number at **1-800-621-3362** (TTY for the speech- and hearing-impaired: 1-800-462-7585).

**Housing Assistance:** Provides financial and direct assistance to eligible homeowners and renters displaced from their pre-disaster primary residences.

**Other Needs Assistance:** Provides grants for other uninsured disaster-related necessary expenses and serious needs, including personal property, medical, dental, or transportation expenses.

**DISASTER LOANS TO INDIVIDUALS & BUSINESSES:**

The U.S. Small Business Administration (SBA) offers homeowners disaster loans of up to \$200,000 for real estate repairs. Homeowners and renters may borrow up to \$40,000 to replace personal property. Businesses of all sizes and private non-profit organizations may borrow up to \$1.5 million to fund repairs or replacement of real estate, machinery and equipment, inventory, and other business assets. SBA disaster loans are intended to cover losses, which were either under-insured or uninsured. Loans to homeowners and businesses may also include additional funds for hazard mitigation measures.

SBA makes Economic Injury Disaster Loans (EIDL) available to small, non-farm businesses impacted by the disaster. These loans help small businesses pay bills and meet obligations until operations return to normal; the maximum loan amount is \$1.5 million. Contact SBA at **1-800-488-5323**.

**EMERGENCY NEEDS REFERRAL:**

Emergency food, clothing, shelter, and medical assistance may be provided to individuals and families having needs as a result of the disaster. Contact the American Red Cross at **1-866-GETINFO** (1-866-438-4636).

**STATE SUPPLEMENTAL GRANTS TO INDIVIDUALS & HOUSEHOLDS:**

Supplement grants up to \$10,000 by the State, may be available to eligible individuals and households who are unable to meet disaster-related necessary expenses and serious needs. These grants are offered when assistance from FEMA's Individuals and Households Program has been maximized. For application status contact CA Department of Social Services, State Supplemental Grant Program **1-800-759-6807**, (TTY for speech and hearing impaired: 1-800-822-6268).

**CRISIS COUNSELING:**

Short-term counseling and referral services are available for emotional or mental health problems caused or aggravated by the disaster. Contact your local mental health office.

**LOANS TO FARMERS & RANCHERS:**

Loans for owners of family-sized farms and ranches for the repair or restoration of disaster-damaged farm property and/or crop production losses. Loans can also be made to the tenant operators of family-sized farms for the loss of crops or limited production. Contact the county USDA Farm Service Agency listed in your local telephone directory.

**ASSISTANCE FOR RURAL RESIDENTS:**

Provides Home Repair grants of up to \$7,500 may be available to very low-income senior citizens, and low-interest loans at 1% interest rate, with loan limits of \$20,000 to very low-income rural residents. Contact your county Rural Development Office.

**INCOME TAX ADVICE & ASSISTANCE:**

Provides guidance in obtaining tax relief for disaster casualty losses. Contact the Internal Revenue Service (IRS) at **1-800-829-1040**, (TTY for the hearing- and speech-impaired: 1-800-829-4059); Franchise Tax Board (FTB) at **1-800-852-5711**, (TTY for the hearing- and speech-impaired: 1-800-822-6268).

**CALIFORNIA BOARD OF EQUALIZATION:**

Offers emergency tax relief to taxpayers and fee payers directly affected by the wildfires in Southern California. Contact BOE at **1-800-400-7115**.

**SOCIAL SECURITY ASSISTANCE:**

Provides help in expediting delivery of checks delayed by the disaster and in applying for Social Security disability and survivor benefits. Contact the Social Security Administration (SSA) at **1-800-772-1213**.

**CALIFORNIA VICTIM COMPENSATION AND GOVERNMENT CLAIMS BOARD:**

May assist eligible victims who were injured or threatened with injury as a result of the Southern California arson fires or family members whose loved one was killed as a result of one of the intentionally set blazes. The program covers things such as medical expenses, loss of income or support, mental health counseling, and funeral and burial costs that were incurred as a result of a crime, such as arson. The Victim Compensation Program does not reimburse for property loss. Contact the Victim Compensation Program at **1-800-777-9229**.

**UNEMPLOYMENT INSURANCE AND DISASTER UNEMPLOYMENT ASSISTANCE:**

Administered by the California Employment Development Department (EDD). Contact your local EDD office.

**Unemployment Insurance:** Provides weekly unemployment insurance payments for workers who lose their job through no fault of their own. Eligibility for benefits requires that the claimant be able to work, be seeking work, and be willing to accept a suitable job.

**Disaster Unemployment Assistance:** Provides weekly benefit payments to those out of work due to the disaster, including self-employed persons and others not normally covered under regular unemployment insurance programs. This program also provides help in finding re-employment and job training.

**CONTRACTORS STATE LICENSE BOARD:**

Provides guidance in checking a contractor's license and obtaining information about hiring a licensed contractor to assist homeowners in rebuilding, repair or restoration of damaged property. Contact CSLB Disaster Hotline at **1-800-962-1125** (M-F, 8 a.m.-3 p.m.), or 24-hour Automated Phone Response System **1-800-321-2752**.

**INSURANCE INFORMATION:**

Advice to persons on insurance issues, claims, and problems with settlements. Contact CA Department of Insurance at **1-800-927-4357**; or outside California call **213-897-8921**.

**VETERANS ASSISTANCE:**

For guidance in obtaining death benefits, pensions, or insurance settlements, contact the Federal Department of Veterans Affairs (VA) at **1-800-827-1000**. If you have a CALVET loan and have suffered damage caused by the fire, contact the CALVET Claims Administrator, at **1-800-626-1613 Ext. 5**, or CALVET at **1-800-952-5626**.